






Aufaque Shaikh

Motivated Customer service manager with demonstrated knowledge of Customer service best practices and operations. Proven skills in enhancing productivity efficiency and bottom-line profits with forward-thinking leadership. Bringing 6-years of experience in field and ready to take on challenging, growth-oriented role. Effective leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Highly committed with hardworking mentality to maintain quality of services and products.

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 Hyderabad/Karachi, Pakistan

Working Experience

Manager

Pakistan Solutions: Part time

07/2017- Till date:

Hyderabad and Karachi, Pakistan

- ❑ Arrange digital marketing, MS word, advance excel and other training sessions like motivational session, and career counseling sessions for educational and corporate sector both.
- ❑ Customize session arrangements like food and beverages, audio video visuals as per client requirements, and also offer pre-planned packages.
- ❑ Supervise team on best practice, company policies and services excellence standards and develop and maintain operational guidelines for staffs.
- ❑ Prepare and offer all typed material like proposals, contracts, change forms and all other inter-departmental forms accurately. Also ensure that new client will grow into loyal customer.

Operational Executive

UBER

04/2017-02/2020

Karachi, Pakistan

- ❑ Help partner drivers to sign up & learn all about the tools they need to be successful on the UBER platform.
- ❑ Help existing driver partners troubleshoot any issues they experience (i.e. a delayed payment, troubleshoot in log-in and other reasons for account restriction issue), also help brand the UBER name and get driver partners excited.
- ❑ Support day to day operations of local green light location and other online projects for extended cities.
- ❑ Train partner driver about UBER applications (UBER Driver, UBER- Rider app.)
- ❑ Handle escalations of most difficult support interactions with high customer obsession mode.
- ❑ Achieved the project schedule goals.

Assistant Manager

Siza International Pvt Ltd

10/2015-04/2017

Hyderabad, Pakistan

- ❑ Assist operation manager in planning and supervising daily operations to develop productive, profitable and achievement oriented working environment for employees, also address operational issues and concerns in a timely fashion also Determine staffing requirements, work assignment and schedules for new projects.
- ❑ Supervise operations team on best practice, company policies and services excellence standards and develop and maintain operational guidelines for staffs.
- ❑ Oversee operational cost, risk and audit activity, also assist in interviewing, recruiting, training, performance evaluation, promotion and termination activities.
- ❑ Evaluate current operational strategies and recommend improvements and coordinate with General manager in different operational issues and promotional activities

Banquet Executive

Dream world Ltd

09/2014-10/2015

Hyderabad, Pakistan

- ❑ Preparation and response to banquet event order and responsible to ensure they are issued and distributed in a timely.
- ❑ Response within 24-hours to any group, checking space/rates in the system and communicating to respective managers for further follow up.
- ❑ Response to request for proposal for picnic, corporate meetings, different events including setup, food and beverage needs, rooms and audio visual needs, also communicating client requirements in a timely and accurate manner to all internal departments as required, ensuring delivery of superior guest service.
- ❑ Ensure that banqueting software are updated daily for all events space bookings (Day out, chalets and night camping and other designed packages)
- ❑ Prepare and offer all typed material like proposals, contracts, change forms and all other inter-departmental forms accurately.
- ❑ Distribute daily events and follow reports to ensure communication to all internal departments throughout resort and monitor all correspondence to ensure it meets with resort policy and procedures.
- ❑ Ensured that new clients will grow into loyal customers.
- ❑ Work closely with the banquet assistant manager to ensure all aspects of the events have been cost effective and serviced both clients and resort needs.

Skills

MS Excel, word and PowerPoint
Google Docs, sheets and slides
Self-motivated and able to operate independently with minimal oversight.
Excellent communication and writing skills.
Critical thinking skills
Leader-ship and Business operational skills
Analytical & Social media skills
Project management and Customer services
Problem solving skills
Multi tasker & focused
Operational improvement skills
Interpersonal & public speaking skill

Honor and Awards

- ❑ Excellence and Customer Partnering awards.
- ❑ Employee of the month and Business Development Awards
- ❑ Among Top 3 Performer Certifications on a weekly/monthly basis in accordance with compliance.

Hobbies and Interest

Traveling Reading Hiking
Creativity Artificial Intelligence

Languages

Urdu English Sindhi
Native Conversational Level

Certifications

- ❑ Accountant
- ❑ Cost accountant
- ❑ Professional banker
- ❑ Digital marketing
- ❑ Freelancing
- ❑ Performance based certificates
- ❑ Different conferences
- ❑ Workshops

Assistant

MK Hospital & Foundation

Hyderabad, Pakistan

07/2012-06/2013

- ☐ Counseling to attend to the inside care of patient and their condition (BP, Breath, Pulse rate etc.) to their attendants.
- ☐ Manage patient file and keep records.
- ☐ Dose (i/v, i/m, and i/g) deliver to patient according to the doctor prescription.
- ☐ Sample collection and forward to laboratory for test

Office Assistant

Private School

Hyderabad, Pakistan

07/2004-06/2006

- ☐ Manage general administrative tasks, keep records updated.
- ☐ Manage general school events like picnics, annual events, meetings.
- ☐ Act as volunteer in annual exams.



Other Experience

Intern assistant admission

ICMA Pakistan

Hyderabad Campus Pakistan

11/2016-01/2017:

- ☐ Act as volunteer in examinations
- ☐ Participate to organize events with staff members
- ☐ Keep update systematically and manual records up to date.
- ☐ Keep managed desk, teachers files, student attendance sheet and student details (systematically base).
- ☐ Issue related accessories to teachers and books to students from library.
- ☐ Keep visitors board updated and provide them all necessary details regard scholarships, admissions, challan fee and so on.
- ☐ Fulfill assigned task by Director of Campus in deadlines
- ☐ Cold calling to aware students about their recent dates, class schedules, fee and sessions



Education

Master in Business Administration

University of Sindh, Pakistan

01/2010-12/2012

- ☐ CGPA: 3.4/4.0
- ☐ Workshops attended (Accountant, cost accountant and professional banker)
- ☐ Internship experience in Majee hospital, NBP, Pakistan steel mill, HESCO and in ICMAP as paid intern assistant admission
- ☐ Youth and other conferences attended such as dignity at workplace
- ☐ Thesis submitted.



Projects

- ☐ Customer first in associate with UBER
- ☐ Karachi education times in associate with Pakistan Solution
- ☐ Al-mairaj services
- ☐ Let's Re-Learn to learn



Extracurricular Activities

- ☐ Accounting software- Peachtree and tally.
- ☐ Bank reconciliation
- ☐ Invoice cancelation against order
- ☐ Reconciliation of parties ledger
- ☐ Face sheet (Petty cash)
- ☐ Entries into system
- ☐ Maintain trial balance
- ☐ Create entries(Simple & complex both)
- ☐ Demand draft, salaries & income statement
- ☐ Expense ledger bounce cheque
- ☐ Manage ledger after adjusted entries & Vouchers bills